BOC9-2003-0079 (453)

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Sheet 1

l of 12

Attorney Docket Number

	U. S. PATENT DOCUMENTS							
Examiner Initials*	Cite No.1	Document Number Number-Kind Code ^{2 (f known)}	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear			
(F)		^{US-} 6,477,492	11-05-2002	Connor				
Zew.		US- 6,516,051	02-04-2003	Sanders				
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FOREIGN PATENT DOCUMENTS							
Examiner Initials*	Cite No.1	Foreign Patent Document	Publication . Date	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages Or Relevant Figures Appear		
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PTO/SB/088 (08-03)

Approved for use through 07/31/2006, OMB 0651-0031

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Substitute for form 1449/PTO				Complete if Known			
				Application Number	10/736,026		
INFOR	MATION	DIS	CLOSURE	Filing Date	December 15, 2003		
STATEMENT BY APPLICANT			PPLICANT	First Named Inventor	First Named Inventor Creamer, et al.		
(Use as many sheets as necessary)				Art Unit	2643		
				Examiner Name	Unassigned		
Sheet 2		of	2	Attorney Docket Number	BOC9-2003-0079 (453)		

		NON PATENT LITERATURE DOCUMENTS	
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T²
		NIX, C.J., "Testing Interactive Voice Response Systems", IBM Technical Disclosure Bullettin, Vol. 39, No. 11, pp. 109-110, (Nov. 1996).	•

Examiner	Date	
Signature	Considered	

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